

Production Daily Health Report

Monday March 13th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
3/18	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1046 - Six-Month Interim Report	Passed	Completed	2,530	0	0
DHS2240-A - Mid-Certification Contact Notice	Passed	Completed	1,652	0	0
DHS1046-A - Six-Month Interim Report Reminder Notice	Passed	Completed	2,683	0	0
DHS1605 -Benefit Decision Notice	Passed	Completed	1,421	204	0
DHS3503-Additional Documentation Required	Passed	Completed	389	103	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
172	0	172	46

Batch Name	Status	Impact
Benefit Issuance	N/A	
Mass Update	N/A	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	N/A	N/A	
Child Support	N/A	N/A	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	N/A	N/A	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

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	Current Week	Previous Week
0	P1 Incidents	0
1	P2 incidents	0
886	P3 incidents	971
42	P4 incidents	43

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	MCI incorrect linkage issue (RIB-15698)	The issue has been resolved, but usability improvements are being made to the MCI screen to avoid similar future worker issues of incorrect MCI linkage.	Development in Progress

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to March 12th

Start of the Day

1,846

Scanned/Indexed



25,165

Processed*



57,591

Completed**



84,602

Total***

Daily Net Change

-87

Scanned/Indexed



-25

Processed



574

Completed



462

Total

End of the Day

1,759

Scanned/Indexed



25,140

Processed



58,165

Completed



85,064

Total

* Processed applications have gone through the application registration process, but eligibility has not been run.

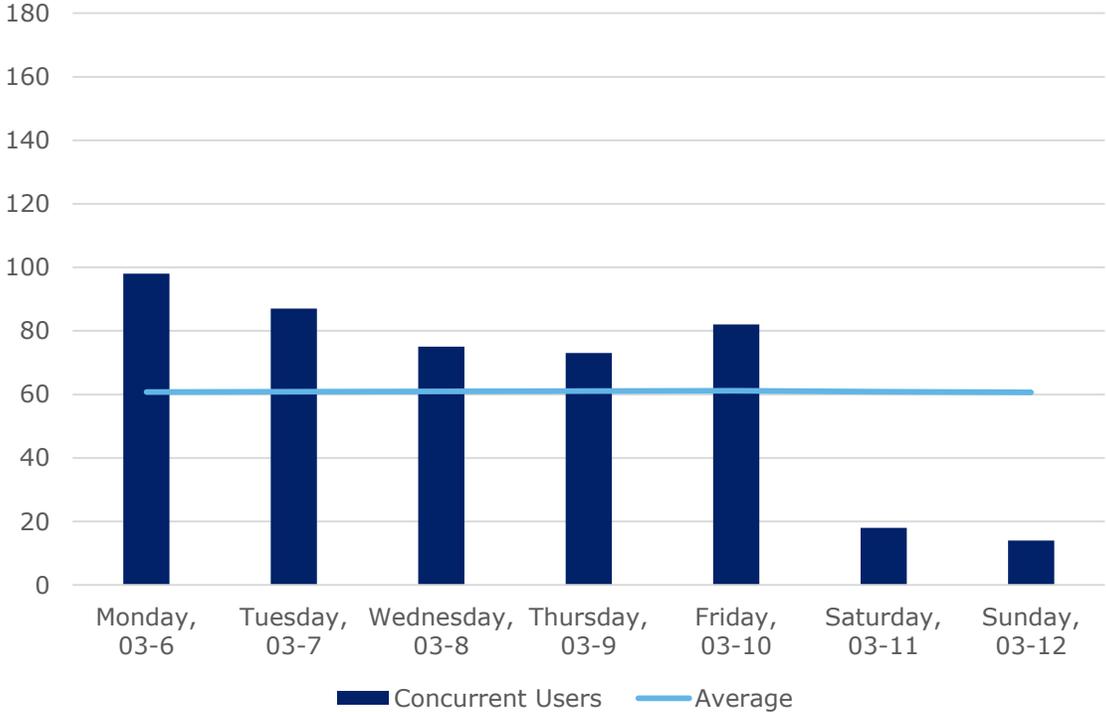
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

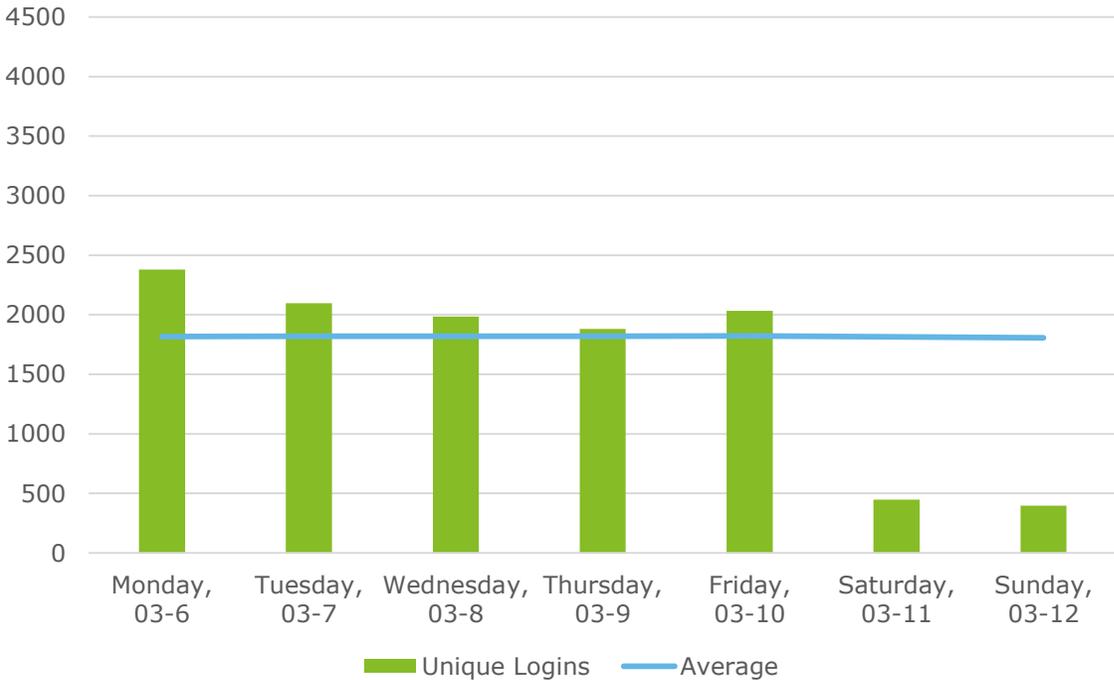
RIBridges Technical Metrics – Customer Portal

Monday March 13th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

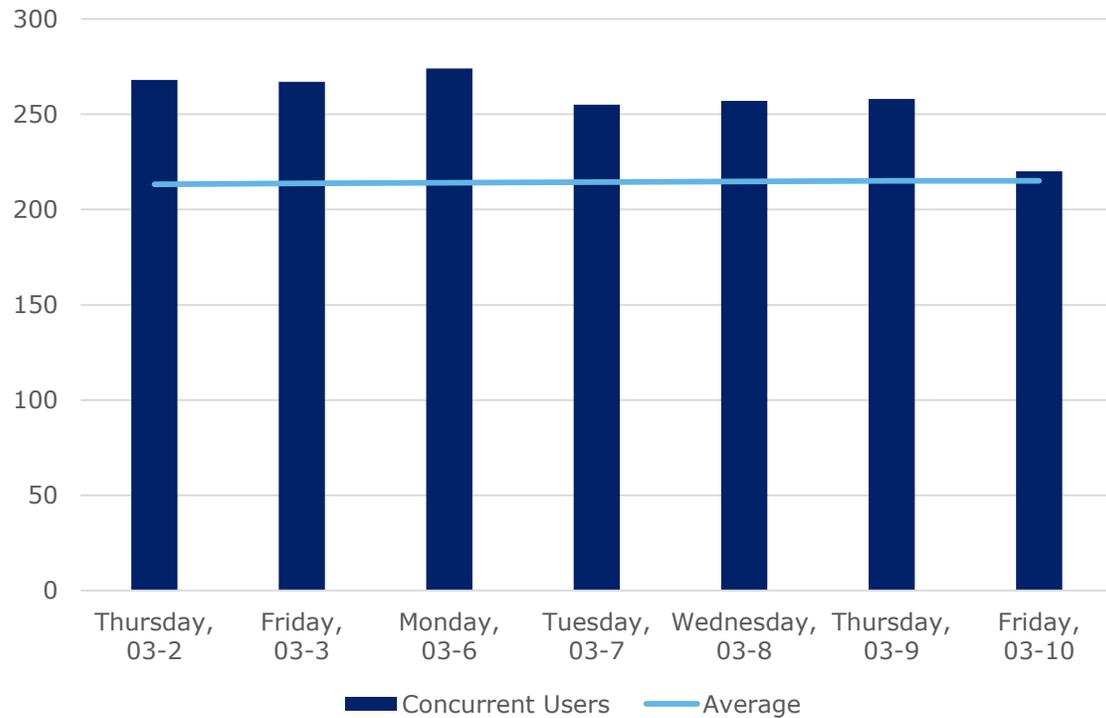


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

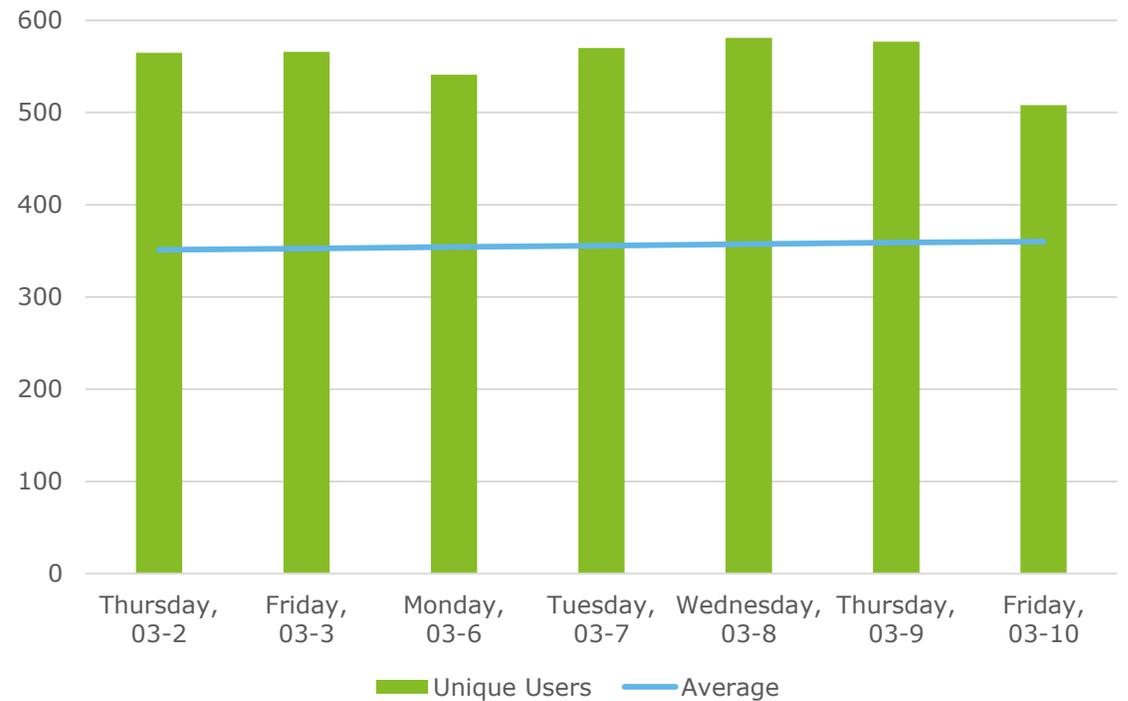
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Worker Portal Concurrent Logins Per Weekday



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

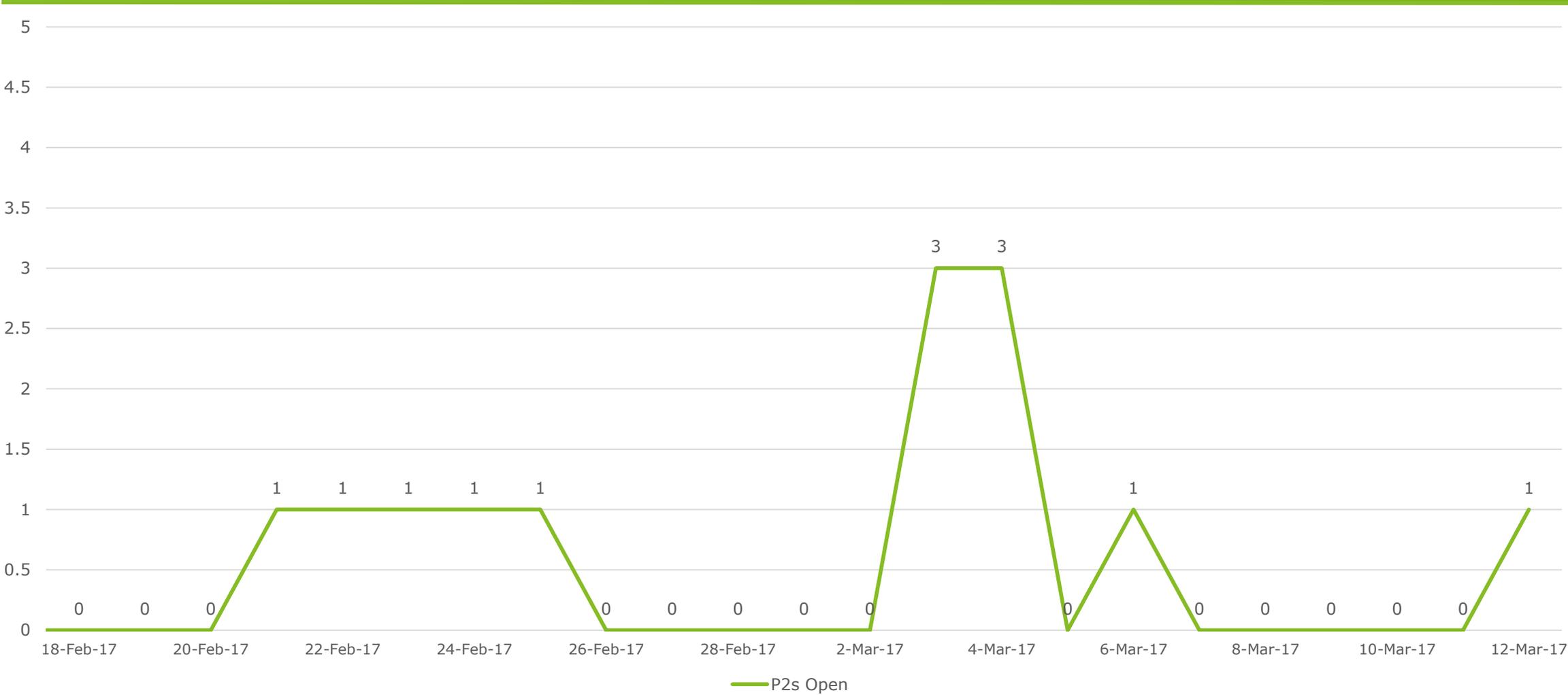


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Monday March 13th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Monday March 13th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

